

IMAC Training & Technical Assistance Subcommittee Minutes July 20, 2004

Attendees:

Jenny Hoffman, Theresa Fosbinder, Deb Solis, Pam Lohaus, Lynda Fischer, Kevin Raines, Staci Wanty, Julie Loebel, Tricia Bless, Margaret Romens, Dave Hippler, Keli Poppe and Stacia Jankowski.

Administrative Items and Announcements

There have been a few changes to this committee's membership.

Theresa Fosbinder will update the membership list and distribute, as well as have it published to the IMAC website.

Meeting minutes and information can now be published again to the website, so be sure to check there for items from this committee as well as others related to IMAC.

IMAC TATA Meeting schedule for balance of calendar year

Date	Location	Minute taker
August 17	Oshkosh	Julie Loebel
September 21	Madison - FenOak	Pam Lohaus
October 19	Madison - FenOak	Deb Solis
November 16	Oshkosh	Dave Hippler
December 14	Madison – FenOak (tbd)	Margaret Romens

IMAC Updates

Theresa Fosbinder provided a summary of the July IMAC meeting.

Topics discussed include:

- Program Connections Subcommittee – a group comprised of staff from DWD, DHFS, and Child Welfare.
- 2006 Funding Methodology and 2005 CY allocations
- Employer Verification Form Processing – a high percentage of these forms are falling to exception reports. Much of this is due to how the employer completes the form. Talk to the Call Center/ IMAC Reps/Theresa Fosbinder to provide feedback on this process. Process will be reviewed to see if it is meeting the need.
 - EVF-H 45% autopopulate
 - EVF-E 25% autopopulate
- There has been a decrease in MA caseload – several factors are at work, including the possibility that the EVF process is finding more information about available insurance than we had previously.
- IMAC membership was discussed – watch for a paper on this topic on the website – talk to Theresa if you have thoughts on the issue

CARES Worker Web (CWW) Timeline

The pilot has been pushed back from 11/29/04 to 1/25/05.

Theresa also distributed a *handout* that was the presentation that Partner Training Services will be giving at Regional Meetings about the CWW training approach.

PTS Learning Center Profile Update (Eric Gibson)

Handout: copy of 7/1/04 email that announced the profile update form.

This was originally announced to about 2500 people in approximately 190 different agencies. As of 7/20, the response rate was at about 1165 responses.

A reminder email will be going out shortly to encourage people to complete this form by 7/30/04.

There is the potential to pull lists of responses from individual counties. If you are interested in this information, contact Eric Gibson at gibsoec@dhfs.state.wi.us or by phone at 608-264-6753.

Once the data has been extracted, we'll be doing some data analysis. The IMAC TATA group will have an opportunity to help define reporting needs based on the data collected.

Distance Learning Initiatives Update

Handout: statistical data on Employer Verification Form Processing and FS Reduced Change Reporting Phase IIb completion stats.

The group provided feedback as to how these courses were received at the local agencies.

A specific concern was raised with the ECF and how quickly it times out (approximately 5 minutes). Dave H. took this concern back to the bureau.

Update: The ECF time-out will be changed to 30 minutes.

Some concerns/issues that were raised include:

- People not reading the instructions
- Workers want to get done as quickly as possible, so they skip the instructions and the eval and just do the content (which causes an incomplete course status)
- Feeling that folks generally don't understand the concepts of mandatory vs required.
- Agency trainers now need to preview training materials and determine the best way to train the topic (individually, or as a large group, or some other approach)
- Worker perception - the amount of time spent on this type of training isn't being compared the amount of time you'd spend in the classroom, it's being compared to their other computer experiences.
- Supervisors feel they would benefit from knowing who has completed a course and who has not.
- Communication about the courses and how to work with them has not traveled as well as we would have liked.

Suggestions for addressing some of these issues:

- Push the WislineWeb events – agencies really need to attend these
- Utilize the Regional structure better (the AAAs and the meetings)
- Include a best practice discussion on how to work with training materials in the WislineWeb events so agency training staff have time to talk about what they have done that worked and what they might try in the future.
- Publish an agenda for WislineWeb events that includes this best practice discussion piece so folks can prepare prior to attending the session.
- Recognize the gap between who attends regional meetings and who is responsible for training in local agencies and look for communication methods that bridge that gap.
- Host a local agency training conference with a theme like the down & dirty on how to deal with on-line training – a nuts and bolts kind of session.

Other DHFS projects besides CWW – minimal training impact

Theresa provided an update of the other projects that will stay on the list at DHFS in addition to CARES Worker Web. Most resources will be used for CWW, but other projects that will continue include:

- Electronic Case File
- COLA Mass change
- FSPPG Self-Screener
- Social Security Autoupdate
- FS Error Reduction

If these projects require training, updates will be provided to the group.

CARES Worker Web Training Model (Jeff Esterholm)

Feedback Website

Dave Hippler provided an update on the CWW Feedback site.

- The workgroup is meeting regularly to review feedback.
- The results of the feedback are being analyzed for training needs.
- The FAQ tab is the place to watch for updates – its goal is to help people understand common issues and the resolutions to them.

Update: Per Deloitte, the feedback questions will remain on the site until further notice.

Theresa provided a handout which shows the proposed training approach for CWW.

We reviewed the high level version of the model first. This approach is being recommended for the balance of the state. There are 4 main areas:

1. Prerequisites
2. Core modules
3. Assessment
4. Training Support

The proposed timeline for this training program is 2 months to complete the training package.

Next we reviewed the detailed version of the model. There were several questions on how the model will work, what the modules will be, and what the assessment and lab portions will be like. Most of the questions are not answerable yet – the CWW training strategy group has more work to do on the model.

Some basic comments:

- Most of the pre-reqs will be optional – the CWW feedback site is expected to be mandatory.
- The number of modules has not yet been defined, nor has the content for them been completely identified.
- The CWW strategy group will be meeting to define the content modules and then discuss methodologies for them.
- We are considering using a Training environment of CWW to do some of the activities in the training package.
- The assessment will be basic in nature – not about policy & process.
- The possibility exists that ID's for production use of CWW would not be issued until an individual passes the assessment.

Points for consideration raised by the group:

- If the CWW feedback site is going to be a mandatory pre-req, there must be a tie between the training and the site.
- Consider whether those who have gone to the site already to provide feedback have then met the pre-req.
- Will people pick and choose from the core modules based on job function?
- Will the assessment be targeted to job functions?
- Will the core modules cover the transitions back and forth between CWW and the mainframe CARES? (processes will cross over between the two)
- How will the lab work? Will people be able to work on only those parts of the assessment they did not pass, or will they have to work on everything?
- Will there be an option to retake certain modules of content and then take the assessment again, or must everyone go to the lab?
- Consider offering a series of assessments.
- Consider offering labs on specific topics for those who did not pass certain areas of the assessment, rather than making them sit through topics that do not apply.
- The Train the Trainer event with the local agency representatives is critical.

The group also discussed the Milwaukee model – uses the same material, but is a more facilitated approach to the distance pieces.

Recommendations from IMAC TATA re: CWW Training Model

The group decided to support the proposal model for CARES Worker Web training. The group also included the outlined a few key components that need to be in place to assure their continuing support. These items were discussed and the group agreed they feel comfortable with the implementation of them. These key recommendations include:

1. Better communication to agency training staff about how to use distance delivery (including potential for a trainer's conference this fall or winter, and increased marketing of the quarterly WisLine Web training update forums);
2. The implementation of a training call center during the rollout of CWW training and potentially to be used in the future for other distance initiatives so that they can have immediate support while training/learning;
3. CWW Train the trainer events that include local agency training staff ;
4. Availability of state training staff to provide face-too-face on-site support/facilitation of distance learning pieces if the agency wants to do something as a group and they do not have their own ATL type person available to do this;
5. Rollout "waves" be geographical in nature so that the labs can be held in close proximity (that is, they don't want to have to drive across the state to go to labs because they are the only one in their county who needs to attend and the rest of the participants are from a county on the other side of the state);
6. Ability to investigate chunking out the assessments into several mini - assessments based on the modules - rather than one large assessment that covers all concepts of CWW.

The group concluded with the indication that they would like to continue to have opportunities to provide input for the CARES Worker Web training model at future meetings.